48th Annual
Wisconsin Volunteer Coordinators Association
Conference

Shoot for the Stars
Reaching the Highest Goals for Volunteering in Wisconsin

May 4-5, 2017—Chula Vista Resort—Wisconsin Dells

Keynote Speakers:

Tina Hollis
Greg Scholz
Stephen Shaner

thepositiveedge.org
awesomeattitude.net
Wisconsin Volunteer Coordinators Association is a statewide organization advocating for volunteerism through support, resources and educational development. For more information, visit WVCAsite.com

Enjoy the Dells!

The 2017 Conference Planning Committee welcomes you to the 48th Annual WVCA Conference at the Chula Vista Resort, 2501 River Rd, Wisconsin Dells, WI 53965

Conference Planning Committee Members:
- Penny Jane Strauss—Conference Chair
  Outagamie County Volunteer Services
- Steve Jahnke—Conference Treasurer
  Fox Cities Performing Arts Center
- Shelly Kaiser— Marshfield Clinic
- Dawn Gohlke— Best Friends of Neenah/Menasha
- Tanya Potter— Bolton Refuge House
- Nikki Gingras— Outagamie County Mentoring

2017WVCAConference@gmail.com

Dates to Remember:
- February 3, 2017:
  Early Registration for WVCA members opens—$125
- February 15, 2017
  Early Registration for non-members opens—$150
- April 3, 2017
  Early Registration closes—Price increases $25
  Hotel Reservation Deadline
- April 19, 2017
  Registration Closes—No refunds granted after this date
  (Substitutions are permitted)
Conference Registration

Click here to register and pay online!

Registration Includes:
- Keynote speakers
- Choice of workshops
- Materials & handouts
- Networking Opportunities
- Two breakfasts & two lunches
- Hospitality Room

WVCA Member Registration:
- Early Registration Feb 3-Apr 3-$125
- Late Registration Apr 4-Apr 19-$150

Non-Member Registration:
- Early Registration Feb 15-Apr 3-$150
- Late Registration Apr 4-Apr 19-$175

No refunds after Apr 20—Substitutions are permitted

Accommodations

Hotel Information:

Chula Vista Resort
2501 River Road
Wisconsin Dells, WI 53965
855.529.7624

DIRECTIONS // HOTEL MAP

How do I book?
- Make your reservation by calling the hotel by April 3, 2017
- Identify yourself with the group “Wisconsin Volunteer Coordinators Association”
- Reservations must be guaranteed by a major credit card
- Tax Exemption status is available (Form must be submitted at check-in)
- 4:00 PM - Check-In
- 10:30 AM - Check-Out
- Room rate is $82 per night per single and $99 per night per double

No refunds after Apr 20 — Substitutions are permitted
Scholarships

****If you are a member of an affiliate listed below****
Please check with your affiliate for application directions

BAMVS—Bay Area Managers of Volunteer Services—Green Bay
(anne@volunteergb.org)

VAC—Volunteer Action Council of Fox Cities—Appleton
(kristine.wiegman@co.waupace.wi.us)

AVM—Association of Volunteer Managers—Milwaukee
(sjordan@directsupply.com)

AVA—Alliance of Volunteer Agencies—Oshkosh
(debraj@advocap.org)

CRVC—Coulee Region Volunteer Coordinators—LaCrosse
(foster.renee@mayo.edu)

WAMM—Wisconsin Association of Mobility Managers—Statewide
(l.jacobson@swcap.org)

Volunteer Wisconsin—Statewide
(kaiser.shelly@marshfieldclinic.org)

****If you are not a member of one of the above listed affiliates****

A limited number of at-large scholarships are available.
Applications must be received by March 1, 2017, but keep in mind that scholarships are approved on a first come, first serve basis. Scholarship covers only the registration fee. Scholarship recipient is responsible for their own lodging.

To be eligible for an at-large scholarship, applicants must meet the following criteria:

1. The applicant is a paid or unpaid manager of volunteers
2. Staff development money is not available to the applicant
3. The applicant is a Wisconsin resident
4. One application per agency or program will be considered
5. Applicant requests will be considered on a first come, first served basis
6. Each agency/applicant cannot receive more than 1 scholarship in a 3 year period
7. Applicant must be a current paid WVCA member by January 31, 2017
8. Applicant must not be a member of an affiliate listed above

To apply for an at-large scholarship, please send the following information to: wvcaleadership@gmail.com

Name
Organization
Address
City/State/Zip
Phone
Email
WVCA Membership #

Recipients will be notified within 48 hours if they have received a scholarship
## Schedule at-a-glance

### Day 1: Thursday, May 4

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
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<tbody>
<tr>
<td>7:15 - 8:20 AM</td>
<td>Breakfast/Registration</td>
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<tr>
<td>8:20 - 8:30 AM</td>
<td>Welcome</td>
</tr>
<tr>
<td>8:30 - 9:30 AM</td>
<td>Keynote Speaker: Tina Hallis</td>
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<tr>
<td>9:30 - 9:50 AM</td>
<td>Break</td>
</tr>
<tr>
<td>9:50 - 10:50 AM</td>
<td>Workshop 1</td>
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<tr>
<td>10:50 - 11:10 AM</td>
<td>Break</td>
</tr>
<tr>
<td>11:10 - 12:10 PM</td>
<td>Topic Area Professional Networking</td>
</tr>
<tr>
<td>12:10-12:20 PM</td>
<td>Break</td>
</tr>
<tr>
<td>12:20-1:45 PM</td>
<td>Lunch/Annual Meeting/Professional Achievement Award</td>
</tr>
<tr>
<td>1:45 - 2:15 PM</td>
<td>Affiliate Meetings</td>
</tr>
<tr>
<td>2:15 - 3:15 PM</td>
<td>Workshop 2</td>
</tr>
<tr>
<td>3:15 - 3:30 PM</td>
<td>Break</td>
</tr>
<tr>
<td>3:30 - 4:30 PM</td>
<td>Workshop 3A and 3B</td>
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<tr>
<td>3:30 - 5:00 PM</td>
<td>Workshop 3C and 3D</td>
</tr>
<tr>
<td>4:30 PM</td>
<td>Hospitality Room Opens</td>
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</tbody>
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### Day 2: Friday, May 5

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
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<tbody>
<tr>
<td>7:00 - 8:00 AM</td>
<td>Breakfast and Welcome</td>
</tr>
<tr>
<td>8:00 - 9:00 AM</td>
<td>Keynote Speaker: Stephen Shaner</td>
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<tr>
<td>9:00 - 9:15 AM</td>
<td>Break</td>
</tr>
<tr>
<td>9:15 - 10:15 AM</td>
<td>Workshop 4</td>
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<tr>
<td>10:15 - 10:45 AM</td>
<td>Break (extra time for room checkout)</td>
</tr>
<tr>
<td>10:45 - 11:45 AM</td>
<td>Workshop 5</td>
</tr>
<tr>
<td>11:45 - 12:45 PM</td>
<td>Keynote Speaker: Gregory Scholz (Includes Lunch)</td>
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<tr>
<td>12:45 - 1:00 PM</td>
<td>Closing Notes</td>
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</tbody>
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Opening Keynote:  
Tina Hallis  
The Surprising Truth about Goals & Willpower—Creating our Best Selves

The purpose of goals is to help you create the life that you want. Yes, often we struggle to choose the right goals, which in turn make them more difficult to achieve. Join Tina Hallis, Ph.D. to learn the success formula that can help you determine if your goals are the right ones for you, and how to increase your chances of success.

Friday Morning Keynote:  
Stephan Shaner  
The Art of Being Awesome

Our attitudes and beliefs have a direct correlation with the quality of our personal and professional lives. In this presentation you will discover proven techniques that will enable you to:  
• Take control of your mood and attitude  
• Define the life changing words that will empower you  
• Build strong relationships with small but powerful attitude adjustments  
• Increase your energy  
• Take Success Literature to the next level  
• Unleash the power of gratitude

Closing Keynote:  
Gregory Scholz  
Enthusiasm: Why and How

Do you know someone who is enthusiastic? Have you ever wondered how that person keeps being enthusiastic? Where do they get all that energy? Have you ever wanted to make someone’s day? Have you ever wanted people to really pay attention when you speak? Enthusiasm is an asset, one that you need. In this session you will learn what enthusiasm is, why it is so important, and you will take away tools to help you easily create more enthusiasm.
Day 1: Thursday, May 4

Workshop 1 (9:50 AM - 10:50 AM)
1A: 3R’s In Volunteer Management: Recruitment, Retention, & Recognition - Jody Weyers
1B: Ethics of Volunteer Management - Lynne Dempsey
1C: Understanding and Appreciating Our Differences - Tina Hallis
1D: Using Social Media to Enhance Your Volunteer Program - Shewn Steen

Topic Area Professional Networking (11:10 AM - 12:10 PM)
Topic Areas Include:
- Human Services
- Health
- Mentoring
- Children & Family
- Government
- And MORE!

Workshop 2 - 90 minutes (2:15 PM - 3:15 PM)
2A: The CVA Credential - Lynne Dempsey
2B: PowerUP! Recharge your Volunteer Program - Carrie Porter & Christine Beatty
2C: Online Recruitment: The Importance of Being Visible on the Internet - Rachel Jensen & Shelly Kaiser
2D: Shifting into Positive Gear - Tina Hallis

Workshop 3 (A&B 3:30 PM - 4:30 PM/ C&D 3:30 PM - 5:00 PM)
3A: Public Speaking for Introverts - Stephen Shaner
3B: Through Their Eyes: A Closer Look at Empathy for Volunteers, Family & Professional Caregivers - Mary Voell
3C: Something is Not Right Here! Redirecting the Passion of a Volunteer - Barry Altland
3D: Valuing Individuals w/DisABILITIES: An Untapped Volunteer Resource - Ashley Gustafson & Dakota Maynard

Day 2: Friday, May 5

Workshop 4 (9:15-10:15 AM)
4A: Best Practice in Volunteer Driver Programs - Ashley Nedeau-Owen & Lori Jacobson
4B: Volunteer Screening—Keeping Bad Apples Out of Your Organization - Glen Tilot
4C: How Do You Define Success? - Shelly Karnz & Laurie Laurent-Hyland
4D: The University Can Be the Volunteer Coordinator’s New Friend - Benita Wagner

Workshop 5 (10:45 - 11:45 AM)
5A: Thinking Outside of the Box: How to Bring New Ideas to Your Organization - Jo Jones
5B: The Seven Habits of Highly Effective People—An Overview - Stephen Shaner
5C: Effective Techniques for Enhancing Brain Health - Robert Best
5D: Getting the Most our of Community Service Volunteers: A Best Practices Roundtable - Barry Altland
## Workshop Descriptions

### Workshop 1 (9:50 - 10:50 AM)

**1A: 3R's In Volunteer Management: Recruitment, Retention, & Recognition**  
*Jody Weyers*

The 3 R’s of volunteer management are the building blocks to any successful volunteer program. This presentation is a geared toward those just starting out in the field, but also great for those more seasoned to pick up tricks or tips to support your program. Learn recruitment strategies, what to do once you get people in the door, and how to successfully manage, maintain and grow your volunteer program.

**1B: Ethics of Volunteer Management**  
*Lynne Dempsey*

Professional Ethics in Volunteer Administration presents the 5 Core Values and related principles for ethical practice in volunteer administration. These core values consist of Citizenship, Respect, Accountability, Fairness, and Trust. During the presentation we will discuss the core values while learning how to utilize them effectively in our profession of volunteer management.

**1C: Understanding and Appreciating Our Differences for Better Connection, Communication, and Collaboration**  
*Tina Hallis*

We don’t observe the world; we interpret it based on our own personal perspectives. Because we all have different life experiences, training, and different personalities that shape our perspectives, this can make our interactions challenging. This program helps people understand their own personal perspective and how to identify and appreciate those of others.

**1D: Using Social Media to Enhance Your Volunteer Program**  
*Shawn Steen*

A comprehensive introduction to social media platforms Facebook and Twitter, and how to most effectively use them to recruit volunteers, promote your events, and build supporters.

### Workshop 2 (2:15 - 3:15 PM)

**2A: The CVA Credential**  
*Lynne Dempsey*

We will be discussing the process of how to receive the Certification in Volunteer Administration (CVA) from the Council for Certification in Volunteer Administration (CCVA). Attendees will hear about the history of the CCVA, details on what the CVA is, requirements for eligibility and the professional benefits of the CVA credential.

**2B: PowerUP! Recharge Your Volunteer Program**  
*Carrie Porter & Christine Beaty*

PowerUP! is the National Area Agency on Aging Association’s (n4a) volunteer engagement model designed to take performance to a new level by allowing for shared leadership with your volunteers. With a growing population of retirees who have time and interest in meaningful volunteer work, it’s a great time to modernize volunteer programs to meet the needs of these new volunteers. Join this workshop to learn about and be trained on how to establish a self-directed volunteer PowerUP! Team.

**2C: Online Recruitment: The Importance of Being Visible on the Internet**  
*Rachel Jensen & Shelly Kaiser*

Nothing beats a personal ask to recruit volunteers, but online volunteer matching platforms such as VolunteerMatch or GetConnected increase your agency’s visibility and reach. Marketing professionals know that most individuals need to hear a message 7 times before taking action. Are your recruitment methods using the many online tools available, particularly knowing potential volunteers typically rely on the Internet to find opportunities? In this workshop, we will examine online platforms for volunteer recruitment, share tips for creating listings that get results, and send you home with refreshed, online postings.

**2D: Shifting Into Positive Gear**  
*Tina Hallis*

It’s easy to focus on all the things we don’t like about our work (and life). But studies show we can use simple but powerful strategies to help us shift our thoughts and get better at noticing the good things. This not only makes work more enjoyable, it improves our motivation, our ability to think clearly, and makes us nicer to work with.
3A: Public Speaking for Introverts  
**Stephan Shaner**

Do extroverts or introverts make the best speakers? In this interactive session, you will learn the techniques that both extroverts and introverts use to be successful in front of an audience.

3B: Through Their Eyes: A Closer Look at Empathy for Volunteers, Family, & Professional Caregivers  
**Mary Voell**

Through Their Eyes reminds us of the mutual benefits of seeing the person behind the eyes, and hearing the voice hidden in silence. We will explore the roots, definitions, distinctions between sympathy, compassion and empathy, its stages and characteristics. Learn about incoming research; explore literature, discover the ego-involvement and ways to improve one’s empathic capacity. Hear how listening ‘hard’, accepting silence, choosing words, observing self-behavior creates a vulnerability, openness and personal paradigm shift in how we walk in the shoes of those in our care.

3C: Something is Not Right Here! Redirecting the Passion of a Volunteer  
**Barry Altland**

You have several dedicated volunteers. Things are running smoothly. There is temptation to adopt a “set it and forget it” approach during the good times. Effective leaders know the good times may have a shelf life, and challenges can arise at any time. This session will provide proactive steps leaders can take to sustain the engagement of their valued volunteers. Leaders will explore how sharing feedback and Coaching can foster relationships and provide insights into the motivators of each volunteer. How can a leader nurture the head, heart and hands of a volunteer through turbulent times? When should a leader consider redirecting or parting ways with those who choose to serve? Leaders will also examine a model to help them analyze the performance of their volunteers before considering “redirecting” them. Leaders will understand how to show compassion in every step of the volunteer life cycle, even when things are not going well.

3D: Valuing Individuals w/DisABILITIES: An Untapped Volunteer Resource  
**Ashley Gustafson & Dakota Maynard**

This 90-minute workshop is designed for anyone who manages volunteers and desires to be inclusive and welcoming to people of all abilities. Presenters will provide you with a better understanding of what a person with a disability can contribute to volunteering and how your organization can create a climate of disability inclusion in your programs. Topics include: respectful language; barriers to creating an inclusive environment; disability etiquette & communication tips; recruiting, interviewing, training and recognizing volunteers with disabilities, and more.
### Workshop Descriptions

#### Workshop 4 (9:15 - 10:15 AM)

**4A: Best Practice in Volunteer Driver Programs**  
*Ashley Nedeau-Owen & Lori Jacobson*

Are you serving everyone you can? Are your policies protecting your drivers and your program? Are your driver recruitment and retention practices the best they can be? Are you working in collaboration with all the right people? Unless you’ve answered “yes,” this workshop will help you operate a better and more effective program, whether you operate a program, work in an agency with a driver program or are eager to start one, this presentation will guide you toward operating an efficient program.

**4B: Volunteer Screening—Keeping Bad Apples Out of Your Organization**  
*Glen Tilot*

This Background Checks workshop is a popular repeat session with Glen Tilot. He will provide information on record checks from the Wisconsin Department of Justice, relevant websites, and information on the Wisconsin Court System Circuit Court access. Costs and fees for various record checks will be discussed. He will also explore the Non-Profit Risk Management Center from Leesburg, Virginia and do some real life background checks on individuals if there’s time. This is an interactive group, so bring questions.

**4C: How Do You Define Success?**  
*Shelley Karnz & Laurie Laurent-Hyland*

This presentation will focus on collecting meaningful data to measure the success of a volunteer program. The presenters will share information on how data is collected within their organization and how it is used for grant reports and program improvement. A discussion will be led with participants to discover how success is defined within their various programs. Participants will leave the session with a variety of ideas for defining success in their volunteer programs.

**4D: The University Can Be the Volunteer Coordinator’s New Friend**  
*Benita Wagner*

Many non-profits have not utilized the gold mine of the local university or community college to locate volunteers for their organizational needs. Some universities even have volunteer, service-learning or civic engagement programs where university students want or need to locate meaningful and reflective service projects in the community. This session will pull these resources to the forefront for volunteer coordinators to take advantage of.

#### Workshop 5 (10:45 - 11:45 AM)

**5A: Thinking Outside of the Box: How to Bring New Ideas to Your Organization**  
*Jo Jones*

How many times have you wanted to “think outside of the box” and come up with new ideas for your department? Thinking outside of the box is one of the go-to ways to revitalize your programs and volunteers. In this workshop, you learn how to think outside of the box by first discovering what your box actually is. By finding your box, you will then be able to more effectively think outside of it. Participants will come out of this session fully understanding how to find their box and will have some useful ideas on how to reinvigorate their program.

**5B: The Seven Habits of Highly Effective People—An Overview**  
*Stephen Shaner*

Understanding and practicing the principles contained in Stephen Covey’s The 7 Habits of Highly Effective People are life changing. This session provides an in depth look into learning and applying these principles.

**5C: Effective Techniques for Enhancing Brain Health**  
*Robert Best*

In this workshop, participants learn how to include mental stimulation in their daily routine. Brain-based exercises will stimulate both sides of the brain and boost memory. Learning experiences will focus on a variety of cognitive abilities and demonstrate that learning can be fun! Participants will practice various exercises that will enhance multiple areas of the brain.

**5D: Getting the Most Out of Community Service Volunteers: A Best Practices Roundtable**  
*Barry Altland*

Many organizations leverage the time and talents of community service volunteers . . . from schools, re-entry programs, court-appointed, and more. But, how do we make the most out of a “voluntold?” This interactive, facilitated session will bring together volunteer leaders who have achieved success engaging mandated volunteers, and leaders who struggle to inspire the heart of a person who may or may not care to be there. Through a series of targeted questions, participants will explore and share specific challenge areas that will help them gain insight and add tools in their leadership toolkit to leverage the gifts of community service volunteers.
Back By Popular Demand!

One-on-One Social Media Consultation

Sign up for a 45 minute one-on-one session with Jody Weyers, self-trained social guru, to look at your social media use and ask for advice on how to use a particular platform tool or marketing strategy. This is your time to use as you desire to ask questions and learn. Bring your own lap top/tablet, smart phone, and list of social accounts you and your agency are using. Take advantage of this no-cost service. Sign-up can be done when registering for the conference online.

Topic Area Professional Network:

(May 4th, 11:10 AM-12:10 PM)

Meet and join with other Volunteer Professionals in your field to exchange ideas, trouble shoot common problems, and receive affirmation from your peers about the value of your work!

Based on the primary focus of your agency, you will be assigned to a like-minded group. A Volunteer Manager from within your specific field will serve as the leader to get the conversations started. Come with your questions, share your experiences and leave with new friends and allies.

This session is scheduled early on so those new to the conference or attending the conference as a single have an opportunity to find a conference buddy. This is a great networking opportunity for ALL, specific to your line of work.

#WVCA2017

Use the hashtag #WVCA2017 on social media when talking about this year’s conference.
**Tina Hallis**

Tina Hallis, Ph.D. is a professional speaker and founder of The Positive Edge. She is certified in Positive Psychology through the WholeBeing Institute, an Authorized Partner for Everything DiSC®, and a Professional Member of the National Speakers Association. She worked for 20+ years in Biotechnology at small start-up companies and large corporations before discovering a new science called Positive Psychology that focuses on how all of us can live our best, most meaningful life. She decided to totally change course and create her own company, The Positive Edge, so she could share this information with organizations. She now focuses on helping people break out of their negative thinking so they can be more positive at work, at home, and with each other. This not only makes work more enjoyable but also makes organizations more successful.

**Stephen Shaner**

Stephen Shaner has been studying the concept of "attitude" for more than 30 years. Specifically, his interest has focused on how attitude affects people, and the people around them.

He has incorporated learning experiences from a multitude of sources, research and training relative to behavior, attitude, ethics, and business and personal relations. For the past 15 years, he has gained powerful insight as a facilitator of Stephen Covey’s “The Seven Habits of Highly Effective People.” These opportunities led him to design informative and valuable presentations. Coupled with his contagious attitude, his extensive experience has made him a popular resource for keynotes, seminars, private sessions, newsletters and articles.

In his professional life, Stephen is the Manager of HealthPartners Regional Technology Center in Duluth, Minnesota. He is an active member of Toastmasters International, where he has held many leadership positions, including District Governor and Region IV Advisor.

Every day, Stephen incorporates his leadership and communication skills to meet professional demands and personal goals. He is passionate about teaching and sharing his knowledge for the benefit of those around him.

Stephen has developed presentations that reach to the core of what attitude is and how having the right one can dramatically change lives professionally and personally.

**Gregory Scholz**

Gregory Scholz, Distinguished Toastmaster, is well known for his enthusiastic attitude. He has been making enthusiasm work for him for over 30 years. He lives in Esko, MN, with his lovely wife Susan, a few kids, and a few cats. Greg learned a long time ago that an enthusiastic attitude is an asset, one that is underutilized in our busy world. Greg will share with you the proven methods that you can use to add more enthusiasm to your daily interactions.

**JODY WEYERS** graduated from UW-Green Bay in 1996 with a degree in Communications Processes. She has been with the American Red Cross for 16 years. She was the Volunteer and Communications Director for 14 years for the Northeast WI Chapter in Green Bay and currently works for the BioMed side of the American Red Cross as an Account Manager for Donor Recruitment. She is no stranger to the WVCA conference presenting for the last six years on topics including: Volunteer Management, Social Media and Networking. She received her CVA (Certificate in Volunteer Administration) in 2009 and renewed her certificate in 2014.

**LYNNE DEMPSEY** began her career in Volunteer Administration as a volunteer in Staff Services for the American Red Cross. In 2011, she was hired by VIP Services, Inc. in Elkhorn, WI to formalize and expand their volunteer program including working with the service learning program at a local college and corporate volunteer programs. In 2014, Lynne received her certification through the Council of Certification in Volunteer Administration (CCVA). Lynne still actively volunteers at a local therapeutic riding facility.

**MS. SHAWN STEEN** is the Director of Volunteer Services for Literacy Network of Dane County, overseeing recruitment and placement of more than 900 volunteers each year. She also serves on the Board of the Dane County Administrators of Volunteer Services, and as a volunteer production assistant at community radio station WORT.

**CARRIE PORTER** is the Transportation and Volunteer Specialist for the Greater WI Agency on Aging Resources, Inc. She has over 10 years of experience working in the aging network, part of which was directly managing the transportation, adult day services and volunteer caregiver program at the ADRC of Portage County. Currently, Carrie provides technical assistance, oversight and advocacy support for aging units throughout WI with GWAAR.
CHRISTINE BEATTY is the Director of the Madison Senior Center, serving 8,000 senior adults annually. She administers $1M in senior social service grants for the benefit of City senior residents. She has worked in senior focused non-profit organizations since 1977. She is a former NISC Chairperson, awarded their ‘Founders Award’ in 2007. A Director on the Board of NCOA, she was honored with the “2011 Geneva Matheson Award.” Christine and her husband provided care in their home for his father, diagnosed with dementia, for 11 years. She is a national trainer, peer reviewer and keynote speaker on senior centers, civic engagement, care giving, self directed volunteer teams and aging.

RACHEL JENSEN is serving as a Marshfield Clinic AmeriCorps-Volunteer Wisconsin member. As an AmeriCorps member, she is a volunteer coordinator and recruiter for the Marshfield Clinic Youth Net afterschool program and serves as the Volunteer Wisconsin website administrator. As both volunteer coordinator and website administrator, she knows both sides of online recruiting. Rachel graduated from St. Norbert College with a Bachelor of Business Administration, focusing on international business and language area studies and uses that background as an online volunteer for the United Nations.

SHELLY KAISER feels fortunate to be able to work every day with some of the most committed and energetic volunteers ever—AmeriCorps members. A former volunteer center director, business teacher and lifelong volunteer, Shelly brings her passion for serving others to her position at the Marshfield Clinic as an AmeriCorps Coordinator and the Administrating Partner of Volunteer Wisconsin (VolunteerWisconsin.org). At this conference, she’s excited to co-present with Rachel Jensen, who has become her right hand “man” over the past two years. Together, they bring seasoned volunteer management experience and fresh new ideas to enhance your engagement strategies.

MARY PATRICIA VOELL is the founder and owner of Legacies, LLC | Personal, Family & Organizational Historians, the mission of which is to help individuals, families and organizations capture and preserve their stories. With a Master’s Degree in Adult Education Voell was a professor having taught business, marketing, communication and leadership courses at Milwaukee School of Engineering, Radar School of Business, Marquette University College of Journalism and Communication, and Marian University for over 25 years. Voell is an author, teacher, trainer and speaker with life chapters in development, marketing/public relations, theater and music.

BARRY ALTLAND is a writer, speaker, thought leader and published author of the book, “Engaging the Head, Heart and Hands of a Volunteer,” a simple guide for feeding the passion of those who serve. Barry blends world-class leadership principles from the for-profit world with his own experiences as a volunteer and leader of volunteers to offer a fresh perspective on volunteer engagement. The result is content-rich guidance for leaders of volunteers to help them lead with Otherliness. As leaders embrace Barry’s unique perspective, they become better prepared to touch the hearts of volunteers by engaging them . . . one person at a time. More insights at http://HHHEngagement.com

ASHLEY GUSTAFSON is the Outreach Coordinator at SOAR Fox Cities, a non-profit organization serving nearly 1,200 individuals with developmental disabilities through social, recreational and educational programs, advocacy groups, support groups, camps, family programs, community education, and Special Olympics. Ashley has a passion for community outreach and volunteerism as she worked for almost 7 years as a Volunteer Coordinator at The Salvation Army.

DAKOTA MAYNARD is a busy student attending Fox Valley Technical College and has a goal to become a firefighter. He spends a large portion of his time volunteering and helping others. Dakota has recently started presenting on Autism and feels it is important to share his personal experiences, so others may learn more about the disorder.

ASHLEY NEDEAU-OWEN has worked with volunteers for more than thirty years, from organizing Scouts to recruiting and training volunteers for a $2 million building campaign. He has been involved with volunteer driver programs for ten years, recruiting, training, leading by example and watching new staff do a better job managing those volunteers. Ashley has been a conference presenter at the Wisconsin Association of Mobility Managers conferences since 2010. Ashley is the Director of Transportation Development at SWCAP in Dodgeville.
**LORI JACOBSON** currently manages 30 volunteer drivers for the LIFT transportation program at SWCAP. Lori’s background includes time in special education, managing and operating a daycare out of her home, and, most recently, completing the three year Mobility Manager certification process becoming Wisconsin’s newest certified Mobility Manager. Lori has an affable and infectious personality that, on its own, keeps some of our volunteers driving for LIFT. Her attention to detail, birthday and anniversary cards and distribution of conference swag have endeared her to all of the volunteers at LIFT.

**GLEN TILLOT** is a Social Worker / Volunteer Coordinator for Brown County Human Services Department. Glen has been practicing in this capacity for 35 years. He is currently recruiting, screening, training and managing volunteers in The Pals Program, the Parent Pals Program, the Court Ordered Supervised Visit Program, The Guardian Program, Volunteer Drivers, and all intern placements within the Department at Human Services and at the Community Treatment Center. Glen is a past President and long-time board member of the Wisconsin Volunteer Coordinators Association and has held numerous positions as a member of the Bay Area Managers of Volunteer Services.

**SHELLEY KARNZ** has been involved in adult literacy at Literacy Green Bay for 17 years. For the past 9 years, she has been managing volunteers through her positions at Literacy Green Bay, and currently works with over 200 volunteers each year. She has a double major in Spanish and Humanistic Studies from University of Wisconsin-Green Bay and will graduate from Concordia University-Wisconsin in May 2017 with her Master’s in Science in Teaching and Learning. Shelley has a passion for adult literacy at all levels and believes the volunteers she works with make all the difference in the success of her programs.

**LAURIE LAURENT-HYLAND** started with Literacy Green Bay as a volunteer 19 years ago before starting up the Even Start Family Literacy program. She has held several different positions, including teaching English Language Learners, and currently coordinates the Child Tutoring program at Literacy Green Bay. She has been working with about 50 volunteers a year in this program for the past 4 ½ years. Laurie holds a Bachelor’s Degree from the University of Wisconsin-Green Bay and her Master’s Degree from the University of Wisconsin-Madison.

**BENITA WAGNER** is the Coordinator for the Center for Service-Learning at the University of Wisconsin-Eau Claire. She has been a part of the Center for 15 years. Benita takes care of office management, marketing and promotions, database management, financial administration, and service to students and faculty. She serves as the community liaison to over 300 community partners. She provides instruction and guidance to our community partners, faculty & academic staff mentors, and students. Benita also plans and implements the spring and fall Community Action Fairs and the annual Service-Learning Recognition Breakfast.

**JO JONES** is an independent nonprofit consultant. She has worked in the nonprofit industry for many years. Recent projects have included strategic planning for The Cold War Museum, The New Berlin Heritage Center and The Peace Fund in Los Angeles. She currently serves on the Board of Directors for The Peace Fund, The Cold War Museum, OLSC-MKE and the AVM. Jo has a wonderfully supportive family; husband Tony, dachshunds Kenzie and Dopplebock, guinea pig Cow and cockatiel Sgt. Stubby.

**ROBERT BEST** holds a Bachelor’s Degree in Psychology from Carroll University and a Master’s Degree in Public Service with a specialization in Gerontology from Marquette University. Robert has over 30 years of experience working with older adults in a variety of settings, including assisted living, skilled nursing, senior apartments and community case management. He is currently the Executive Director of Oak Hill Terrace in Waukesha. Robert is an adjunct professor of Social Gerontology and has published books and articles on aging issues and presented at conferences across the United States, including the American Society of Aging and National Council on Aging. Recently, Robert received advanced training in MindAlert principles and techniques and has been offering brain fitness programs for senior groups throughout Wisconsin.
WVCA is a professional statewide organization advocating for volunteerism through support, resources and educational development.

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